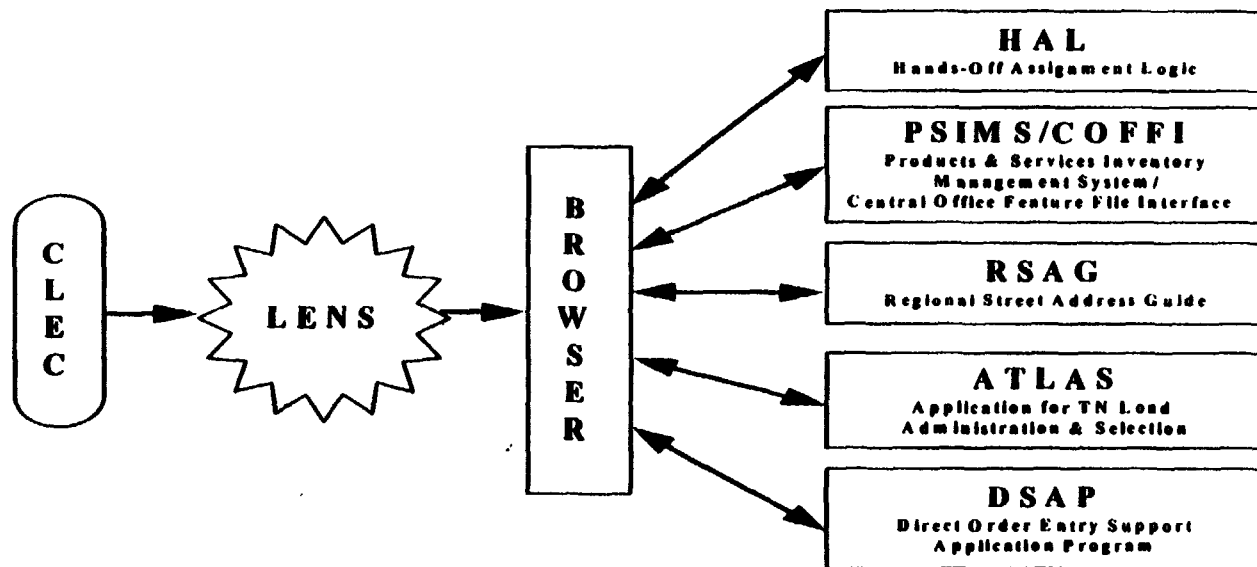


ELECTRONIC INTERFACES

G. LENS Interfaces



ELECTRONIC INTERFACES

H. Connecting to LENS

You can connect to BellSouth's initial LENS Login Screen using one of the three methods below:

1. DIAL-UP:

Note: See the BellSouth In-Dial Information Guide (<http://www.bellsouth.com/interconnection/guides/lens/a>) for information on setting up your communications software and modem.

- a) Dial the modem pool number - 404 893-4500.
- b) Connect to the SecurID authentication server @ IP address telnet 10.1.1.1.
- c) Enter your USERID (remember to use lower case) and passcode (PIN plus number on SecurID card).
- d) Close your Telnet window.
- e) Access your Web Browser.
- f) Enter the http address for LENS : <http://lens.bst.bellsouth.com>
- g) Enter your LENS user ID and password.

2. LAN TO LAN:

- a) Access your Web Browser.
- b) Enter the LENS http address and create a bookmark for LENS (if your Web Browser has the capability), or click on the LENS Bookmark if you've already created one.
- c) Enter your LENS user ID and password.

3. PUBLIC INTERNET:

Note: See Addendum B to the BellSouth LENS Users Guide (<http://www.bellsouth.com/interconnection/guides/lens/apdnxb.htm>) for information on how to obtain a digital certificate from VeriSign.

- a) Access your Web Browser.
- b) Enter the LENS http address and create a bookmark for LENS (if your Web Browser has the capability), or click on the LENS Bookmark if you've already created one.
- c) Enter your LENS user ID and password.

ELECTRONIC INTERFACES

I. LENS System Availability

LENS interfaces with various internal BellSouth Operational Support Systems in order to process requests for information and/or place orders for services. Most of these systems are unavailable at certain times for scheduled maintenance or upgrades. These operations are normally performed during off peak hours. Information contained in these databases cannot be obtained during down time. The following schedule details when certain functions will not be available:

FUNCTION	DAY OF WEEK	DOWNTIME *
Service Availability		This system will usually be operable. Momentary down time may be experienced between 1:00 AM and 4:00 AM for an occasional system re-boot.
Address Validation	Monday - Saturday	1:00 AM - 4:00 AM and 10:00 PM - 12:00 PM
	Sunday	1:00 AM - 8:00 AM
Appointment Scheduling	Sunday - Saturday	1:00 AM - 2:00 AM and 10:00 PM - 12:00 PM
Appointment Scheduling	Sunday - Saturday	1:00 AM - 2:00 AM and 10:00 PM - 12:00 PM
Customer Records	Monday - Friday	1:00 AM - 4:00 AM
	Saturday	1:00 AM - 4:00 AM
	Sunday	1:00 AM - 8:00 AM
** Local Exchange	Friday	8:00 PM - 12:00 PM
Ordering System/ Local Exchange Navigation System		
* Eastern Time		
** LENS requires LEO to be operational in order for the LSR to be submitted.		
LENS will not be operational when the LEO system is not available.		

ELECTRONIC INTERFACES

J. LENS Troubleshooting

Some common error messages and possible solutions are listed below:

Address Validation Failed:

- If a route/box address is used, a street or highway name is also required. If this information is not available, ask the customer for the number of a nearby neighbor or business.
- Addresses located in Independent Company territory are not valid in BellSouth internal systems.
- If an address will not validate, contact the LCSC for assistance.

Document Contains No Data:

- This is a known problem which occurs while running Netscape 3.X with Windows 3.X. *To proceed, log back onto LENS.*

Sync Contract Failed:

- One of the back end systems cannot be reached. *Try again at a later time.*
- If the problem is isolated to a particular state, the trouble is probably a temporary problem with that state's link. *Try again at a later time.*
- If the problem is not isolated to a particular state, there may be a problem with your UserID. *Contact the CLEC Single Point of Contact.*

LENS Responding Slowly:

- There is heavy Server or Internet traffic. The congestion should clear shortly. If the problem persists, quit LENS and log back in.

Modem Pool Connection is Unstable:

- Bad weather (especially electrical storms and heavy rain) can cause instability in modem connections. *Contact the CLEC Single Point of Contact.*

Note: *If problems with communications persist, contact the CLEC Single Point of Contact at (888) 462-8030. The SPOC is available Monday - Friday from 8:00 AM - 5:00 PM Central Time.*

Electronic Communications Profile Request

RF-1215
:8-97)

Control Information

Company Name

Address

City

State

Zip

Site Contact Name

(Area Code) Telephone Number

Ext.

User Information

User ID

Name

Mother's Maiden Name

Social Security Number

(Area Code) Telephone Number

Ext.

Address

City

State

Zip

Requested Service Date

Account Request

☐ New User ☒ Delete User ☐ Replace User

User Will Connect Via

☐ DIALS

☐ LAN

IP Address:

Subnet Mask:

LAN Support Contact:

(Area Code)

Telephone No:

Ext.

☐ Add Application(s) ☐ Delete Application(s) ☐ Address Change

Applications and Required Information

☐ PIC/CUI

☐ PIC/GUI

CIC/ACNA Pairs:

☐ Trouble Administration

ACNAs:

☐ ICREF for a CLEC

CLEC Code:

☐ ICREF for an IXC

CCNA:

Additional Information

BellSouth Account Team Contact

Name

Date

(Area Code) Telephone Number

BellSouth System Designer Contact

Name

Date

(Area Code) Telephone Number

LENS Profile Request

Page 1 of 2

General Company Information

Customer	Company ID	CCNA	ACTL	CIC	ACNA
Training Date	SME				

Main Company Contact

Name					
(Area Code) Phone Number		(Area Code) FAX Number		E-Mail Address	
Room	Street				Floor
City				State	Zip Code

Company Billing Information

Billing Name			Bill Acct # 1		
Secondary Billing Name					
Room	Street				Floor
City				State	Zip Code
Contact Name			(Area Code) Phone Number		

Company Design Engineer Information

Contact Name		(Area Code) Phone Number	(Area Code) FAX Number	
Pager Number		E-Mail Address		
DRC				
Room	Street			Floor
City			State	Zip Code

Support Contact Information

Contact Name		(Area Code) Phone Number	(Area Code) FAX Number	
Pager Number		E-Mail Address		
DRC				
Room	Street			Floor
City			State	Zip Code
Alternate Contact Name		Alternate (Area Code) Phone Number	Alternate Pager Number	

BellSouth Account Team Contact

Name	Date	(Area Code) Telephone Number
------	------	------------------------------

BellSouth System Designer Contact

Name	Date	(Area Code) Telephone Number
------	------	------------------------------

LENS Profile Request

Page 2 of 2

ser Profile

1.	Company ID	User Name	User ID
	Contact Info.		
	Street	City	State Zip Code (Area Code) Phone Number
2.	Company ID	User Name	User ID
	Contact Info.		
	Street	City	State Zip Code (Area Code) Phone Number
3.	Company ID	User Name	User ID
	Contact Info.		
	Street	City	State Zip Code (Area Code) Phone Number
4.	Company ID	User Name	User ID
	Contact Info.		
	Street	City	State Zip Code (Area Code) Phone Number
5.	Company ID	User Name	User ID
	Contact Info.		
	Street	City	State Zip Code (Area Code) Phone Number
6.	Company ID	User Name	User ID
	Contact Info.		
	Street	City	State Zip Code (Area Code) Phone Number
7.	Company ID	User Name	User ID
	Contact Info.		
	Street	City	State Zip Code (Area Code) Phone Number
8.	Company ID	User Name	User ID
	Contact Info.		
	Street	City	State Zip Code (Area Code) Phone Number
9.	Company ID	User Name	User ID
	Contact Info.		
	Street	City	State Zip Code (Area Code) Phone Number

Technical Questionnaire: BellSouth LAN-to-LAN communications for ICS customer

GENERAL INFORMATION

Customer Name & Address	Customer Contacts	Name	Telephone
SPRINT	Project Manager:		
	Technical Contact:		
	Provisioning Contact:		
	Router Support:		
	C:D support		
	User Administrator:		
	Help Desk:		
CONNECT: Direct estimated volume:		Number of interactive users:	
CONNECT: Direct transmission times:		Maximum concurrency:	

CONNECTION INFORMATION

Customer router location:	Circuit provider:
Router make & model:	Circuit ID (local loop):
CSU/DSU make & model:	Circuit ID (interstate):
User platform(s):	Circuit bandwidth:
User browser(s):	Circuit type (PPP or F/R):
CONNECT: Direct platform:	F/R DLCI (Customer):
BellSouth router location:	F/R DLCI (BST):

TCP/IP INFORMATION

X	Accesses and application level session protocols required:		
	Encore LENS	web sessions	TCP port(s) 80
	Encore TAFI	telnet sessions	TCP port(s) 23
X	CONNECT: Direct	C:D to C:D sessions	TCP port(s) 1363 1364
X	EC ICREF / PIC	telnet sessions	TCP port(s) 23
	other		

Customer Registered IP addresses for Router-to-Router Serial Link

Subnet Mask: _____._____._____._____ Customer router: _____._____._____._____ BellSouth router: _____._____._____._____

Customer IP addr range to translate BellSouth sys (14): _____._____._____._____ Mask: _____._____._____._____

Customer IP addresses requiring access to BellSouth systems

Private (optional)	Registered (required)	Subnet Mask	Location	Access
_____._____._____._____	_____._____._____._____	_____._____._____._____		
_____._____._____._____	_____._____._____._____	_____._____._____._____		
_____._____._____._____	_____._____._____._____	_____._____._____._____		
_____._____._____._____	_____._____._____._____	_____._____._____._____		

Questions regarding this questionnaire may be directed to Bob Sullivan (404-927-1469) or Phil Stewart (404-927-8048).
Return completed form via e-mail (Bob.Sullivan@bridge.bellsouth.com or Philip.Stewart@bridge.bellsouth.com).

EXTERNAL COMMUNICATIONS AUTHORIZATION / NOTIFICATION

Issued by: Bob Sullivan telephone: 404-927-1469 Date:

This document provides early notification that the following connection is approved and is anticipated. When facilities have been ordered, an EXTERNAL COMMUNICATIONS TPR, an OMS LOG, and Configuration Documentation will be issued. Please direct any questions to the above issuer.

BELLSOUTH PROJECT INFORMATION

Project: EGA LAN-to-LAN connection for ICS Customer access
 A&S Planner: Bob Sullivan telephone: 404-927-1469
 Transport TSM: Phil Stewart telephone: 404-927-8048 Cost Object: ENC-CONN
 Account Contact: telephone:

CUSTOMER INFORMATION

Customer:
 Contact: telephone: Turn-up target:

CONNECTION INFORMATION

Data Center: Floor/Room:
 Bandwidth: Protocol: P P P
 Connect to: Accesses:

REMARKS or SPECIAL INSTRUCTIONS

Customer () will provide and support the communications circuit facility and the CSU/DSU equipment.
 Customer () will install CSU/DSU at BellSouth Data Center location.

DISTRIBUTION

X	Transport TSM	Phil Stewart	404-927-8048
X	Account Contact		
X	A&S Technical Architect	Don Stewart	404-529-6959
X	A&S Security	Bill Boyken	205-403-1700
X	EGA Planning	John Priola	205-988-1081
X	EGA Support	Mark Carder	404-529-5989
X	Data Center (Charlotte, NC)	Randy Gray	704-510-7709
X	TSC - CLEC Logical Help Desk	Don Schnitz	404-230-2191
X	TSC - CLEC Logical Help Desk	Alan Powell	404-230-2225
X	SPOC / ACAC	Paul Mandy	205-988-7988
X	ICS Project Manager -		
X	Project Manager -		
X	Project Manager -		

(Please forward copies as appropriate)

Access Request For Electronic Communications

RF-1216
(8-97)

Form Routing:

☐ DIALS ☐ IMS

Complete this form only if the CPM user will connect to BellSouth via modem. Each User ID must have its own associated SecurID card. There is a fee for each SecurID card issued. This form contains two access request sections. Complete only one section for each individual.

Please duplicate this form as necessary.

User Information

Request Type:

☐ New User ☐ Replace Card ☐ Delete Account ☐ Replace User _____

System(s) To Be Accessed:

☐ TAFI ☐ LENS
☐ bselbon (EB) ☐ Other _____

Does user have a SecurID today?

☐ Yes ☐ No If Yes, Which _____

Serial Number On SecurID Card: _____

Company Name _____

User ID _____

User Name _____

Address _____

City _____

State _____

Zip _____

(Area Code) Telephone Number _____

EXT. _____

Send Card To:

☐ Above Address or _____

User Information

Request Type:

☐ New User ☐ Replace Card ☐ Delete Account ☐ Replace User _____

System(s) To Be Accessed:

☐ TAFI ☐ LENS
☐ bselbon (EB) ☐ Other _____

Does user have a SecurID today?

☐ Yes ☐ No If Yes, Which _____

Serial Number On SecurID Card: _____

Company Name _____

User ID _____

User Name _____

Address _____

City _____

State _____

Zip _____

(Area Code) Telephone Number _____

EXT. _____

Send Card To:

☐ Above Address or _____

TAFI Profile Request

Control Information

Company Name _____

Address _____

City _____

State _____

Zip _____

Site Contact Name _____

(Area Code) Telephone Number _____

Ext. _____

User Information

User ID _____

Name _____

Mother's Maiden Name _____

Social Security Number _____

(Area Code) Telephone Number _____

Ext. _____

Address _____

City _____

State _____

Zip _____

Requested Service Date _____

Scheduled Training Date _____

or Company Subject Matter Expert _____

Account Request

☐

New User

☐

Delete User

☐

Replace User _____

User Will Connect Via _____

☐

DIALS

☐

LAN

IP Address: _____

Subnet Mask: _____

LAN Support Contact: _____

(Area Code)

Telephone No: _____

Ext. _____

☐

Add Application(s)

☐

Delete Application(s)

☐

Address Change

Applications and Required Information

☐

TAFI

OCN: _____

Profile Type: ☐ User☐

Supervisor

Additional Information _____

BellSouth Account Team Contact

Name _____

Date _____

(Area Code) Telephone Number _____

BellSouth System Designer Contact

Name _____

Date _____

(Area Code) Telephone Number _____

Turn-Up Process for Facility Based CLECs

Phase III

**Activity Check Off
List**

Before you begin the Technical Implementation/End-to-End Testing phase, the following activities need to have been completed—

	Send signed LIDB Activation Letter to LCSC (if appropriate)
	Coordinate with appropriate SMEs for ODUF Activation (if appropriate)
	Send signed ODUF Activation Letter to LCSC (if appropriate)
	Provided contact information to CLEC and BAPCO
	Follow up with BAPCO for signed agreement
	Verify that all information, certification, contracts, credit check, and deposit(s) determination are complete
	Verify Q account has been established
	Facilitate meeting with CLEC and Enhanced Billing Group

Turn-Up Process for Facility Based CLECs

Phase IV

**Technical
Implementation
and End-to-End
Testing**



CLEC completed LOA is processed to complete set-up of LENS profile.

WHEN ACTIVITY TAKES PLACE

Prior to Advisory Team visit/after OSS connectivity

■ Account Team	Provide LOA form to CLEC for signature	"BellSouth Blanket Letter of Authorization Agreement for Local Service Providers" form	CLEC
■ CLEC	CLEC fax or mail signed form to Account Team		

Turn-Up Process for Facility Based CLECs

Phase IV

Technical Implementation and End-to-End Testing

NOTE: System testing, see information on EDI for other details

- ❑ End-to-end testing with CLECs using EDI.
- ❑ Utilize electronic testing measurement metrics.
- ❑ Contact CLEC to arrange Order Testing.

WHEN ACTIVITY TAKES PLACE

Prior to Advisory Team visit/after OSS connectivity

<ul style="list-style-type: none"> ■ Account Team <p><i>Account Team hands off to Electronic Interface Staff Support (managed by Joy Lofton)</i></p> <p><i>Contact EBS team for FIDS</i></p>	<p>Work with EDI testing team</p> <p>NOTE: Contact EBS if customer using EDI billing format)</p>	<ul style="list-style-type: none"> ■ EDI PC Planning Flow Appropriate OSS documents ■ Utilize metrics ■ Account Team advises EBS that CLEC has selected EDI billing format 	<p>EBS</p>
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BELLSOUTH BLANKET AGENCY AGREEMENT LETTER for LOCAL SERVICE PROVIDERS

I am an official of (Company) _____ and am authorized to commit my company to the conditions stated herein:

1. (Company) _____ will not submit any requests or inquiries for Resale or Facility E local service provisioning under Blanket Agency Agreement procedures to BellSouth for which it does not have proper authorization from the End User upon whose behalf service is offered.
2. (Company) _____ has entered into an agreement to provide local service for the End User.
3. The agreement between (Company) _____ and the End User provides that the (Company) _____ is solely responsible for representing the end user in all requests relating to local service. The agreement between (Company) _____ and the End User holds the End User responsible to (Company) _____ for all charges incurred on the End User's behalf for local service. However, (Company) _____ is responsible to BellSouth for all charges that may be incurred in connection with service requests for End Users regardless of whether the End User meets payment responsibilities to (Company) _____.
4. The End User will deal directly with (Company) _____ on all inquiries concerning the Local Service. This may include, but is not limited to, billing, repair, directory listings, and number portability.
5. BellSouth is authorized to release all information regarding the End User's local service to (Company) _____.
6. In the event that the End User challenges action taken by BellSouth as a result of the above mentioned service requests, (Company) _____ will provide evidence of proper End User authorization and indemnify and hold harmless BellSouth and its affiliates for any damages or losses, including but not limited to unauthorized change charges, resulting from (Company) _____ preparation and submission of service requests which it did not have proper End User authorization.

Turn-Up Process for Facility Based CLECs

Phase IV

**Activity Check Off
List**

Before you begin the Begin Advisory Team phase, the following activities need to have been completed—

	Provide LOA form to CLEC for signature
	Confirm CLEC faxed/mailed signed form to PQT
	Complete End-to-End testing with CLEC using EDI?

Turn-Up Process for Facility Based CLECs

Phase V

Begin Advisory Team

STEP 1. Sample Model Orders

CLEC Utilizing Manual Process—

CLEC creates model LSRs and faxes LSRs to LCSC. CSM/LCSC places order through "Sample Order System" then sends FOC or sends clarification to CLEC.

CLEC Utilizing Lens or EDI—

CLEC processes model orders through LENS or EDI. Orders flow through, and CLEC receives FOC, or, if orders do not flow through, clarification is sent to CLEC.

WHEN ACTIVITY TAKES PLACE

Four to six (4-6) weeks prior to Advisory Team visit and/or two to three (2-3) weeks prior to live production

Activity/Task/Item	Activity/Task/Item	Document/Information	Owner
Account Team	Initiates model order sampling process	"Model Order Sampling Plan"	CSM
CSM	Schedules and coordinates Model Order Process	"Order Analysis Request"	CLEC
CSM	Schedules and coordinates Order Error Report	"Model Scenarios"	CSM or Ron Moore
CLEC	Submits Model Orders	"Model Addresses"	LCSC
CSM/Ron Moore	Pulls Order Error Report	"Order Analysis Request"	CSM
		"Order Error Report"	

Turn-Up Process for Facility Based CLECs

Phase V

Begin Advisory Team

STEP 3. Request Data from CLEC Schedule Manager



Account Team to complete data request form with CLEC to determine what activities the Advisory Team needs to complete.

WHEN ACTIVITY TAKES PLACE

Prerequisites completed/model order process in place/four to six (4-6) weeks prior to Advisory Team visit

Account Team	Advisory Team	Advisory Team Data Request form	Advisory Team Schedule Manager
	a. Provide CLEC contact name & number b. Complete the Data Request form c. Return data request form to Advisory Team Schedule Manager		

Turn-Up Process for Facility Based CLECs

Phase V

Begin Advisory Team

STEP 2.



Use measurements on sampled orders as an indication of CLEC preparation level by determining if there was flow through or if clarification is needed.

WHEN ACTIVITY TAKES PLACE

Three to five (3-5) weeks prior to Advisory Team visit and/or one to two (1-2) weeks prior to live production

CSM	<ul style="list-style-type: none"> a. Summarize sampled order discrepancies on Clarification Report b. Determine specific ordering strengths and weaknesses c. Provide feedback directly to CLEC (copies to Account Team and to Advisory Team Lead) 	<ul style="list-style-type: none"> ■ "Model LSR Clarification Report" ■ "Feedback Summary Form" 	Directly to CLEC (copies to Account Team and Advisory Team Lead)
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Turn-Up Process for Facility Based CLECs

Phase V

Begin Advisory Team

STEP 4. Advisory Team Schedule



Establish firm schedule for visit.

WHEN ACTIVITY TAKES PLACE

Four to six (4-6) weeks prior to Advisory Team visit

Activity	Responsible Party	Frequency	Comments
Advisory Team Schedule Manager	<ul style="list-style-type: none"> a. Contact customer to confirm date b. Confirm receipt of "Advisory Team Data Request" form c. Assign Team Lead d. Confirm date of meeting to Account Manager/Account Team/CSM 	"Advisory Team Schedule" (This is sent weekly on Open Mail to Account Managers, CSMs, Account Team, and Advisory Team)	CLEC/ Account Manager/ Account Team/CSM

Turn-Up Process for Facility Based CLECs

Phase V

Begin Advisory Team

STEP 5. Plan Visit with CLEC

Meeting between Advisory Team Lead and Account Team to exchange information and plan visit with CLEC. CSM may be needed based on results of sampled orders.

WHEN ACTIVITY TAKES PLACE

Three to four (3-4) weeks prior to Advisory Team visit

Account Team & Advisory Team Lead	Plan visit and develop "Meeting Outline"— <ol style="list-style-type: none"> Review information on Data Request form Review "Model LSR Clarification Report" Review issues and concerns of CLEC Decide on "Visit Objectives" Identify and contact all appropriate BST personnel who need to attend 	<ul style="list-style-type: none"> ■ "Advisory Team Data Request" form ■ "Model LSR Clarification Report" 	Advisory Team Lead
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Turn-Up Process for Facility Based CLECs

Phase V

**Begin Advisory
Team**
STEP 6: Visit CLEC


Advisory Team Lead and CLEC contact to confirm meeting times and objective.

WHEN ACTIVITY TAKES PLACE

At least two (2) weeks prior to Advisory Team visit

Advisory Team Lead	a. State Advisory Team role and "Visit Objectives" b. Confirm meeting dates, time, location, attendees, dress code, address for "CLEC Advisory Guide" shipment, etc.	"Meeting Outline"	CLEC/ Account Team/ Account Executive